

Complaints Management Procedure

Beveridge Intermodal Precinct

Enquiries and complaints

National Intermodal is committed to treating all stakeholders and community members with respect and responding to enquiries and complaints in a timely manner. We will:

- Take all enquiries and complaints seriously
- Make every effort to resolve complaints and respond to enquiries
- Encourage and facilitate enquiries and complaints by maintaining open feedback channels
- Actively manage complaints and work to meet enquiry and complaint response timeframes
- Respect requests for escalation to independent mediators and administrative tribunals.

Timeframes

National Intermodal has nominated the following timeframes for responding to enquiries and complaints. We will endeavour to meet these timeframes when we receive an enquiry or complaint, however, we recognise that some enquiries and complaints may require further investigation and take longer to resolve.

Step	Timeframe
Acknowledge complaint	Within 1 business day
Resolve complaint	No escalation required: 3 business days Escalation required: As soon as possible
Provide an update	If it takes more than 5 business days to resolve a complaint, updates on the progress of resolution will be provided once per week

Urgent enquiries and complaints

Some enquiries and complaints may require urgent action. In the case an urgent enquiry or complaint is received, these will be actioned as soon as possible to ensure the safety of the public and environment.

An example of an urgent enquiry or complaint includes:

- Construction impacts
- Security concerns
- Safety hazards
- Health and wellbeing concerns.

Escalation of complaints

When a complaint cannot be resolved between National Intermodal and a stakeholder, complaints can be escalated to an independent mediator. Alternatively, a stakeholder may choose to escalate a complaint to the Victorian Civil and Administrative Tribunal (VCAT) . Administrative tribunals provide fair, efficient and affordable justice for the community and support in dispute resolution.

BEVERIDGE INTERMODAL PRECINCT

1800 192 014

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[Online contact form](#)

Enquiries and complaints management procedure

National Intermodal will follow an enquiries and complaints management procedure regardless of who the enquiry or complaint is received from.

The following table includes detail of the enquiries and complaints management procedure. Not all steps will need to be taken to resolve an enquiry or complaint, and the complaints management process is not always linear. Steps 1 – 6 may need to be revisited multiple times if a stakeholder is not satisfied with the response and does not feel the enquiry or complaint has been resolved.

Step	Summary	Detail
Step 1	Receive and register	National Intermodal receives an enquiry or complaint via: <ul style="list-style-type: none"> • Project hotline • Email • Online contact form
Step 2	Acknowledgement	National Intermodal will formally acknowledge the enquiry or complaint via the same channel the complaint is received, unless another channel is requested. The acknowledgement will outline: <ul style="list-style-type: none"> • A summary of the complaint and a request for more information, if required • How the enquiry or complaint may be investigated • Expected response timeframe. If possible, the complaint should be resolved immediately.
Step 3	Investigation	Enquiries and complaints will be investigated, and all reasonable attempts will be made to resolve it. Investigation may include: <ul style="list-style-type: none"> • Visit to the site • Consultation with frontline staff and contractors • Gathering relevant data, information and evidence
Step 4	Internal escalation (If required)	<i>If a project team member is unable to resolve the complaint, the complaint should be escalated to the National Intermodal Project Director or relevant leadership team member to be addressed.</i>
Step 5	External referral (If required)	<i>If the stakeholder is not satisfied with the response and does not feel the complaint has been resolved internally, National Intermodal will refer the complaint to an independent mediator for resolution. The stakeholder reserves the right to escalate the complaint to VCAT.</i>
Step 6	Response	A response to the complaint is issued via the same channel the complaint is received, unless another channel is requested. The response should include an appropriate level of detail to address the complaint and include an option for escalation if the stakeholder is not satisfied that the complaint has been resolved.